
EFFECTIVE

January 1, 2018.

Subject(s)

1. ERM 102, Applicant/Department Rights & Responsibilities.
2. ERM 103, Application Procedures.
3. ERM 301, Energy Service.s
4. ERM 306, Burials.
5. ERM 405, SER Case Record.

1) ERM 102

Customer Service Unit replaced with Specialized Action Center.

Reason: Clarification.

2) ERM 103

Policy change to reference to the MDHHS-1171, Assistance Application, and the MDHHS-1171-SER, State Emergency Relief (SER), supplemental form.

Reason: Policy update

3) ERM 301

Policy updated to reference new application. Services not covered updated to include deposits and late fees charged by regulated utility companies.

Per MPSC billing rules, a regulated utility shall not assess a late payment charge against a customer whose payment is being made by MDHHS. The 2 percent late fee should **not** then become the responsibility of the customer but should be reduced to zero for any payments made by MDHHS through State Emergency Relief (SER) or the Michigan Energy Assistance Program (MEAP).

Reason: Clarification

4) ERM 306

Mileage reimbursement rate updated, \$.32 was replaced with \$.36.

Reason: Clarification

5) ERM 405

Removed references to paper case records and updated with electronic case file language.

Reason: Clarification.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERM 102](#)

[ERM 103](#)

[ERM 301](#)

[ERM 306](#)

[ERM 405](#)